

D.C. Office on Aging

Description	FY 2002 Approved	FY 2003 Proposed	% Change
Operating Budget	\$19,915,196	\$20,786,931	4.4

The mission of the D.C. Office on Aging (DCOA) is to advocate, plan, implement and monitor programs in health, education, employment, and social services to District residents 60 and over, to promote longevity, independence, dignity and choice.

D.C. Law 1-24 established DCOA as a separate government agency in 1975. The agency funds 35 different types of services for the dependent, semi-dependent, and independent elderly through grants and contracts to community based non-profit agencies and for profit providers. There are 91,878 seniors in the District of Columbia. During FY 2001, this office has provided 89,122 services and or contacts to D.C. seniors. The senior population represents 16 percent of the total District population of 572,059.

DCOA advocates on behalf of seniors and oversees a comprehensive and coordinated network of health and social services to the city's seniors. It conducts community forums, outreach activities, and focus groups to inform senior citizens concerning the quality of services and programs, and the need to expand or modify current programs. DCOA also seeks to promote healthy, independent lifestyles and to sensitize the public about the aging process. In addition, the agency produces special events, brochures, and a monthly newsletter in the Senior Beacon called "Spotlight on Aging."

The service providers, the "Senior Service Network," include a nursing home, two group homes, a community residential facility, six lead agencies, 15 multi-purpose senior centers, 57 nutrition sites, assessment and case management sites, geriatric day care programs, literacy sites, and the long-term care ombudsman program. Other services in the network include home-maker services, home delivered and congregate meals, a shelter for abused and exploited seniors, a senior center for the homeless elderly, a transportation system, and three wellness centers. The

Did you know...

Meals served seniors in FY 2001	1,102,600
Homemaker In-home Services (Hours)	429,700
Washington Center for Aging Services – residents served in FY 2001	344
Total services and/or contacts made	90,500
Percent of customers satisfied with transportation and services for medical and life support appointments in FY 2001	93
Website www.dcoa.dc.gov	

office provides two direct services: information and assistance, and senior employment.

DCOA administers the provisions of the Older Americans Act as amended, (P.L. 100-175), monitors and assesses the service delivery systems operated by the community-based non-profits on a regular basis and coordinates activities with the D.C. Commission on Aging and other organizations to ensure that resources are used effectively.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Improve internal organizational and operational efficiencies. To ensure smooth internal operations that support customer service requirements with maximum efficiency, the agency will respond to all correspondence within 48 hours of receipt. The agency will also resolve 95 percent of customer complaints within the same period. Our goal is to have a customer service rating in the top 10.
- Improve the quantity and quality of programs. Through the continued monitoring of current programs, the agency will ensure that District seniors receive the best possible services from available resources. The agency will also begin the design of a senior wellness center in ward 6 and acquire a property for a center in ward 4.

- Expand employment, volunteer, and citizen opportunities for older Washingtonians. By expanding senior employment opportunities, the agency promotes senior dignity, choice, and independence. The agency will continue Senior Works and conduct forums and focus groups.
- Enhance elder caregiver support and strengthen family support options.
- Foster an understanding of the aging process and associated issues citywide. Through special events held annually, the agency will showcase the positive aspects of aging, engage senior citizens in health promotion and disease prevention activities, and inform our customers about programs to keep seniors healthy, active, and independent.
- Increase literacy among seniors. The agency will increase seniors' economic literacy, basic literacy, and computer literacy for empowerment as citizens, parents, and grandparents.

Where the Money Comes From

Table BY0-1 shows the various source(s) of funding for the DC Office on Aging.

Table BY0-1

FY 2003 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2000	Actual FY 2001	Approved FY 2002	Proposed FY 2003	Change From FY 2002
Local	13,065	14,470	14,687	14,747	60
Federal	5,808	5,225	4,962	5,760	798
Private	0	26	0	0	0
Other	108	0	0	0	0
Intra-District	255	222	266	280	14
Gross Funds	19,237	19,944	19,915	20,787	872

How the Money is Allocated

Tables BY0-2 and 3 show the FY 2003 proposed budget and FTEs for the agency at the Comptroller Source Group level (Object Class Level)

Table BY0-2

FY 2003 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2000	Actual FY 2001	Approved FY 2002	Proposed FY 2003	Change from FY 2002
Regular Pay - Cont Full Time	1,143	1,132	1,508	1,403	-105
Regular Pay - Other	0	67	0	0	0
Additional Gross Pay	83	17	0	0	0
Fringe Benefits - Curr Personnel	178	185	213	252	39
<i>Personal Services</i>	<i>1,404</i>	<i>1,401</i>	<i>1,720</i>	<i>1,655</i>	<i>-66</i>
Supplies and Materials	35	32	35	35	0
Energy, Comm. and Bldg Rentals	9	25	25	27	2
Telephone, Telegraph, Telegram, Etc	52	48	19	72	52
Rentals - Land and Structures	0	7	10	14	4
Janitorial Services	0	0	13	0	-13
Security Services	0	0	18	23	5
Other Services and Charges	126	91	122	140	18
Contractual Services - Other	5,270	4,963	5,219	5,200	-19
Subsidies and Transfers	12,260	13,276	12,629	13,519	891
Equipment & Equipment Rental	80	101	105	102	-3
<i>Non-personal Services</i>	<i>17,833</i>	<i>18,543</i>	<i>18,195</i>	<i>19,132</i>	<i>937</i>
Total Proposed Operating Budget	19,237	19,944	19,915	20,787	872

Table BY0-3

FY 2003 Full-Time Equivalent Employment Levels

	Actual FY 2000	Actual FY 2001	Approved FY 2002	Proposed FY 2003	Change from FY 2002
Continuing full time	17	19	26	26	0
Term full time	3	2	0	0	0
Total FTEs	20	21	26	26	0

Local Funds

The proposed Local budget is \$14,746,981, a net increase of \$59,688, or 0.4 percent, over the FY 2002 approved budget of \$14,687,293. The proposed budget for personal services is \$1,075,786, a decrease of \$127,328, or 10.6 percent, less than the FY 2002 approved budget of \$1,203,114. The proposed budget for nonpersonal services is \$13,671,195, an increase of \$187,016, or 1.4 percent, over the FY 2002 approved budget. There are 14 FTEs funded by Local sources, which reflects no change in number of FTEs from FY 2002.

Significant changes are:

- A decrease of \$155,611 in personal services to accurately reflect current personal services by transferring needed funds to nonpersonal services
- An increase of \$28,283 in personal services for 4 percent pay raise
- An increase of \$63,024 in fixed costs due to increases in rental and telephone costs
- An increase of \$123,992 in the subsidies and transfers budget due to increased demand for senior services

Federal Funds

The proposed Federal budget is \$5,759,950, an increase of \$797,582, or 16.1 percent, over the FY 2002 approved budget of \$4,962,368. Of this increase, \$41,757 is for personal services and \$755,825 is for non personal services. There are 9 FTEs funded by Federal sources, which reflects no change in number of FTEs from FY 2002.

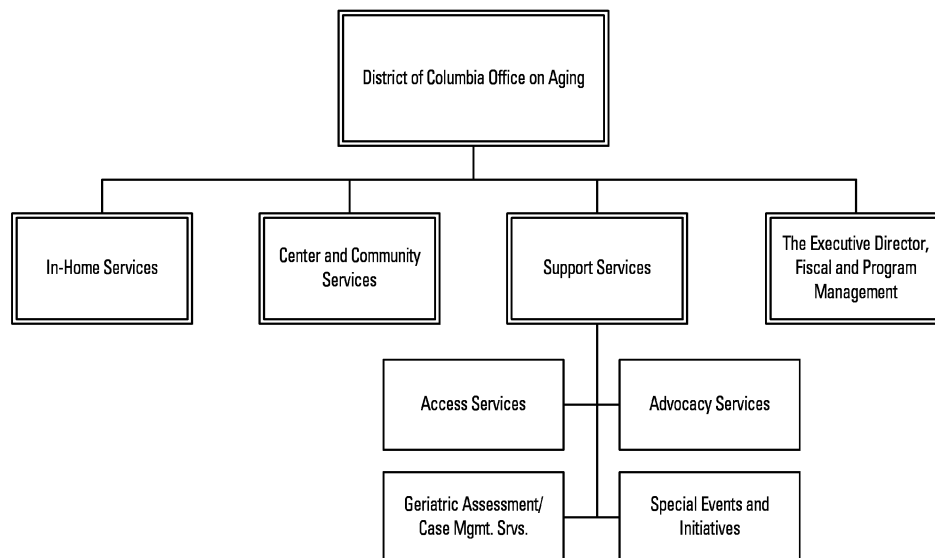
Significant changes are:

- An increase of \$564,300 due to Caregivers Support grant Title III E to FY 2003
- An increase of \$233,282 due to carryover Title III E grant funds

Intra-District

The proposed intra-District budget is \$280,000 an increase of \$14,465, or 5.4 percent, over the FY 2002 approved budget of \$265,535. Of this net increase, \$19,985 is an increase for personal services and \$5,520 is a decrease for nonpersonal services. There are 3 FTEs funded by intra-District sources, which reflects no change in number of FTEs from FY 2002. Intra-District funds are received from the Department of Employment Services (Workforce Investment Act) to employ District residents 55 years old and older.

Figure BY0-1
D.C. Office on Aging



Programs

The D.C. Office on Aging has four responsibility centers with program activities grouped as follows:

- The In-Home services responsibility center includes programs and activities associated with maintaining elderly individuals in their homes, thereby preventing premature and costly institutionalization. Examples of In-Home services include: homemaker services, home delivered meals, minor home repair, and heavy house cleaning.
- The Center and Community services include programs and activities that are necessary to maintain the health of older people, eliminate isolation, and support self-care and functional independence. Examples of such services are senior centers, nutrition centers, counseling, health education, health promotion, nutrition counseling, nutrition education, recreation and socialization, literacy, geriatric day care and an emergency shelter for the abused and exploited seniors.

The Support Services offered by DCOA are:

- Access services - Programs that link seniors to services. Examples are legal services and counseling.
- Advocacy services – Programs and services associated with protecting the rights and benefits of older persons such as investigating and resolving complaints made by or on the

behalf of the elderly in long-term care facilities, legal assistance and development.

- Geriatric assessment/case management services – Programs and activities that manage and integrate multiple long-term care services needed by certain seniors such as case management, telephone reassurance, supervision, and respite aid. The goal of the Office on Aging's management is to provide these services in a seamless and organized fashion so seniors will receive services when needed.
- Special events and initiatives – DCOA sponsors a series of initiatives and events that underscore the District's commitment to recognize the worth and contributions of the elderly to their community, and to promote healthy lifestyles and inform seniors about the availability of programs and services. Some of the special events are: Senior Day, the Coming of Age Elderfest, Centenarians Day, Holiday Party, Health Awareness Day, Job Fair, and Open House. The Open House celebrates May as Older Americans Month.
- The Executive Direction, Fiscal and Program Management responsibility center oversees the agency's central operations that include accounting, financial reporting, client tracking, program monitoring, and technical assistance. The Executive Director provides the leadership to the Senior Service Network and to the Office on Aging to ensure that the critical needs of seniors are met.

Capital Improvements Plan

As part of the District-wide cost savings initiative for FY 2002, the Office on Aging's total budget authority was reduced by \$2,000,000 from \$24,612,000 to \$22,612,000 (Refer to Capital Improvement Plans, Appendix E). In FY 2003, there is no new proposed capital funding for the Office on Aging.

However, based on the FY 2002 financial plan, the agency will receive \$8,255,000 in previously approved expenditures authority to modernize and renovate a multipurpose wellness center. The program was designed to improve services to the constituents in ward 5 and ward 7 by providing community based wellness centers that will address the aging population's needs. The scope of work will include, but not be limited to the following:

Major modernizations and renovations of ward 5 and ward 7 including physical fitness center, classrooms, a lounge, and four offices.

Agency Goals and Performance Measures

Goal 1: Improve internal organizational and operational efficiencies

Citywide Strategic Priority Area: Making

Government Work

Manager: Cynthia Simmons, Chief of Staff

Supervisor: E. Veronica Pace, Executive Director

Measure 1.1: Customer service ranking among District government agencies

	2000	Fiscal Year 2001	2002	2003	2004
Target	N/A	15	10	7	5
Actual	N/A	N/A	-	-	-

Note: New performance measures added 2/26/02 as a result of DCOA's revised agency strategic plan. Target should be read as "Within the top 10," "Within the top 7," etc.

Measure 1.2: Percentage of all correspondence responded to within 48 hours of receipt.

	2000	Fiscal Year 2001	2002	2003	2004
Target	N/A	N/A	100	100	100
Actual	N/A	N/A	-	-	-

Table JBY-6

Capital Improvement Plan, FY 2001-FY 2008

(dollars in thousands)

Cost Elements	Through FY 2001	Budgeted FY 2002	Total	FUNDING SCHEDULE						6 Years Budget	Total Budget
				Year 1 FY 2003	Year 2 FY 2004	Year 3 FY 2005	Year 4 FY 2006	Year 5 FY 2007	Year 6 FY 2008		
a. Long Term Financing:	3,371	6,199	9,570	8,255	0	0	0	0	0	8,255	17,825
b. Local Street Fund:	0	0	0	0	0	0	0	0	0	0	0
c. Grants:	0	0	0	0	0	0	0	0	0	0	0
d. Pay Go:	0	0	0	0	0	0	0	0	0	0	0
e. Hwy Trust Fund:	0	0	0	0	0	0	0	0	0	0	0
f. Equipment Lease	0	0	0	0	0	0	0	0	0	0	0
g. Alternative Financing	0	0	0	0	0	0	0	0	0	0	0
h. Other:	0	0	0	0	0	0	0	0	0	0	0
Total:	3,371	6,199	9,570	8,255	0	0	0	0	0	8,255	17,825
Cost Elements	Through FY 2001	Budgeted FY 2002	Total	EXPENDITURE SCHEDULE						6 Years Budget	Total Budget
				Year 1 FY 2003	Year 2 FY 2004	Year 3 FY 2005	Year 4 FY 2006	Year 5 FY 2007	Year 6 FY 2008		
a. Design:	560	173	733	1,178	0	0	0	0	0	1,178	1,910
b. Site:	1,525	0	1,525	0	0	0	0	0	0	0	1,525
c. Project Management:	142	739	881	1,178	0	0	0	0	0	1,178	2,058
d. Construction:	1,144	5,288	6,432	5,900	0	0	0	0	0	5,900	12,332
e. Equipment:	0	0	0	0	0	0	0	0	0	0	0
Total:	3,371	6,199	9,570	8,255	0	0	0	0	0	8,255	17,825

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 1.3: Percentage of all customer complaints resolved within 48 hours.

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	N/A	N/A	95	96	97
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Goal 2: Improve the quantity and quality of programs for the elderly

Citywide Strategic Priority Area: Strengthening

Children, Youth, Families and Individuals

Manager: Sherlyn Taylor, Program and Grants Administrator

Supervisor: E. Veronica Pace, Executive Director

Measure 2.1: Increase the number of sub-grants monitored for compliance with grant requirements.

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	N/A	N/A	33	37	37
Actual	N/A	30	-	-	-

Note: As of January 2002, DCOA has awarded 37 grants. New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 2.2: Revise current comprehensive standards (35) to ensure quality programming in DCOA funded programs (cumulative total).

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	N/A	N/A	24	35	N/A
Actual	11	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 2.3: Track, on a monthly basis, the total number of seniors utilizing the 35 services/programs provided by grantees (percentage complete).

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	N/A	N/A	90	100	N/A
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 2.4: Develop and establish baseline performance outcomes for all 35 services/programs (percentage complete).

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	N/A	N/A	20	60	100
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 2.5: Expand the number of Wellness Centers in each Ward (cumulative total).

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	2	3	3	5	7
Actual	2	3	-	-	-

Note: Replaces previous FY01 performance measure 2.1. Achievement of these targets is contingent upon appropriate capital budget authority. FY01 actual includes completed construction of Ward 8 center. FY02 milestones are: "Begin design of Ward 6 center and acquire Ward 4 site." FY03 milestones are: "Begin construction of centers in Wards 4 & 6; acquire sites for centers in Wards 1 & 2." FY 04 milestones are: "Begin design and construction of centers in Wards 1 & 2."

Measure 2.6: Number of nutritious meals served to seniors (millions)

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	1	1.1	1.2	1.205	1.210
Actual	1	1.1	-	-	-

Note: Previous FY01 performance measure 2.2.

Goal 3: Expand employment, volunteer, and citizen participation opportunities for older Washingtonians.

Citywide Strategic Priority Area: Strengthening

Children, Youth, Families and Individuals

Manager: Sam Gawad, Compliance and Administration Manager

Supervisor: E. Veronica Pace, Executive Director

Measure 3.1: Percent of Senior Service Network Senior Centers holding special citizen/volunteer recognition days.

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	N/A	N/A	75	N/A	N/A
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 3.2: Increase by 10 percent the number of seniors placed in the Senior Works Internship Program

	Fiscal Year				
	2000	2001	2002	2003	2004
Target	75	25	40	45	48
Actual	N/A	37	-	-	-

Note: DCOA reports that during FY00, the Senior Works program operated with nearly 3 times the amount of funding available in FY01 or FY02.

Measure 3.3: Develop employment and on-the-job training opportunities for at least 300 seniors residing in the District of Columbia.

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	N/A	324	330	335
Actual	301	324	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 3.4: Increase the number of District seniors attending the city-wide Senior Job Fairs

	2000	2001	Fiscal Year 2002	2003	2004
Target	600	1000	1200	1250	1250
Actual	1000	N/A	-	-	-

Note: The Senior Job Fair for FY 2001 was cancelled because the DC National Guard Armory was being utilized for troop mobilization after the events of 9/11/01.

Measure 3.5: Number of seniors placed in jobs through the Senior Works Internship, Older Workers Employment and Training, McMasters Programs, and Senior Service Network.

	2000	2001	Fiscal Year 2002	2003	2004
Target	500	550	575	600	600
Actual	504	552	-	-	-

Note: Previous FY01 measure 1.2.

Goal 4: Enhance elder caregiver and strengthen family support.

Citywide Strategic Priority Area: Strengthening Children, Youth, Families and Individuals

Manager: Sherlyn Taylor, Program and Grants Administrator

Supervisor: E. Veronica Pace, Executive Director

Measure 4.1: Hold an annual city-wide caregiver conference.

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	1	1	1	1
Actual	N/A	1	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 4.2: Create annual Family Day activities in senior centers and senior day care centers.

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	N/A	N/A	1	1
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 4.3: Develop and implement Caregiver Institute pilot program

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	1	25	40	45
Actual	N/A	1	-	-	-

Note: New performance measure for FY02. FY01 target was: "Develop plan for Caregiver Institute." FY02 target is: "Deliver pilot program to 25 caregivers of seniors." FY03 target is: "Expand Caregiver Institute pilot to an additional 15 caregivers of seniors." FY04 target is: "Expand Caregiver Institute pilot to include caregivers of the disabled."

Goal 5: Plan for future needs of elderly residents

Citywide Strategic Priority Area: Strengthening Children, Youth, Families and Individuals

Manager: E. Veronica Pace, Executive Director

Supervisor: Carolyn Graham, Deputy Mayor for Children, Youth, Families and Elders

Measure 5.1: Develop a 5-year Strategic Plan for the future of aging in the District of Columbia.

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	N/A	N/A	N/A	1
Actual	N/A	N/A	-	-	-

Note: New performance measure, (2/26/02).

Measure 5.2: Conduct a Senior Citizen's Summit to identify and prioritize major issues of concern to District seniors.

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	N/A	N/A	1	N/A
Actual	N/A	N/A	-	-	-

Note: New performance measure, (2/26/02). Achievement of this target is contingent upon appropriate capital budget authority.

Measure 5.3: Conduct a follow-up to the Senior Citizen's Summit.

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	N/A	N/A	N/A	1
Actual	N/A	N/A	-	-	-

Note: New performance measure, (2/26/02). Achievement of this target is contingent upon appropriate capital budget authority.

Measure 5.4: Establish best practices benchmarks for affordable assisted living and subsidized housing for seniors.

	2000	2001	Fiscal Year 2002	2003	2004
Target	N/A	N/A	N/A	N/A	N/A
Actual	N/A	N/A	-	-	-

Note: New performance measure, (2/26/02). FY02 target is: "Conduct planning and research to secure consultant." FY03 target is: "Secure consultant and benchmark affordable assisted living in 3 states."

Goal 6: Foster an understanding of the aging process and associated issues city-wide.

Citywide Strategic Priority Area: Strengthening Children, Youth, Families and Individuals

Manager: Bette Reeves, Acting Community Relations Officer

Supervisor: E. Veronica Pace, Executive Director

Measure 6.1: Hold three special events annually—Senior Day, Elderfest, and a Holiday Celebration—that showcase the positive aspects of aging.

	2000	Fiscal Year		2003	2004
		2001	2002		
Target	N/A	N/A	3	3	3
Actual	3	3	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 6.2: Develop plans to conduct monthly cable presentation of the aging process and associated issues (percentage milestones complete).

	2000	Fiscal Year		2003	2004
		2001	2002		
Target	N/A	N/A	100	100	100
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan. FY02 target milestones are: "Develop plans for monthly cable presentation and secure available time-slots." FY03 target milestone is: "Develop, produce, and conduct monthly cable presentation on aging issues." FY04 target milestone is: "Conduct and produce monthly cable show on aging issues."

Goal 7: Increase literacy among seniors.

Citywide Strategic Priority Area: Strengthening Children, Youth, Families and Individuals

Manager: Sherlyn Taylor, Program and Grants Administrator

Supervisor: E. Veronica Pace, Executive Director

Measure 7.1: Increase economic literacy by sponsoring home-maintenance/ownership seminars at Senior Centers

	2000	Fiscal Year		2003	2004
		2001	2002		
Target	N/A	N/A	5	N/A	N/A
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 7.2: Increase basic and English as a Second Language literacy by sponsoring literacy programs

	2000	Fiscal Year		2003	2004
		2001	2002		
Target	N/A	N/A	14	14	14
Actual	N/A	12	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 7.3: Increase computer literacy programs in selected Senior Service Network Centers

	2000	Fiscal Year		2003	2004
		2001	2002		
Target	N/A	N/A	N/A	4	4
Actual	N/A	3	3	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan.

Measure 7.4: Commence an intergenerational literacy pilot program in collaboration with the overall Transforming Schools (T-9) Initiative.

	2000	Fiscal Year		2003	2004
		2001	2002		
Target	N/A	N/A	N/A	1	N/A
Actual	N/A	N/A	-	-	-

Note: New performance measure added 2/26/02 as a result of DCOA's revised agency strategic plan. FY04 target is TBD.